

ARIES Workforce Alert

Release 06/10/2022

Good afternoon:

This is your Friday, June 10, 2022, ARIES Workforce Alert.

Did you know that there is general information about ARIES as well as program specific training available in the ARIES “Help” Section at the bottom of the page? Simply click on the “Help” link at the bottom of the ARIES application and a new browser window will open. There are two sections, Product Knowledge Base and ARIES Content. The Product Knowledge Base section has general information about the system including a “What Are..” section with basic terms. The ARIES Content section has program specific training materials. Both sections will be extremely helpful in learning the functionality and terminology of the new system.

Additionally, there are several known issues about which we would like to provide updates.

1. Some services not available in CFIS – This issue has been resolved. There are a few things to remember regarding pulling services over to CFIS using the on-demand feature.
 - The customer must first exist in CFIS. If you search for them and do not find the record you must create a new one before trying to pull the services over
 - The demographic data must be the same in both ARIES and CFIS for the service to transfer
 - If you have issues, please reach out through the ARIES chat and a representative will provide assistance
2. Inability to close/update services – This issue has been resolved and the services should be able to be closed. There are five services that still have an issue that is going to be resolved in the very near future. These five services are as follows:
 - TAA Customized Training
 - TAA Approved Training
 - TAA On-the-job Training
 - Occupational Skills Training (Youth Service)
 - Registered Apprenticeship (Youth Services)
 - Once resolved fully an update will be provided
3. Supplemental Wages (Follow-Up Survey) – There was an error in data migration that causes some follow up information to not populate correctly. We are working to re-migrate that data so that it populates correctly. That will resolve the current follow-up survey issues and not required duplicate data entry. *A target date has not been determined yet for this fix. It is recognized that this is a pressing issue that needs to be resolved as soon as possible.*

4. IOP Signature Issues – We continue to investigate the IOP signature issues and are working toward a workaround. There are a few things that we know will help users be successful in accessing the email and link necessary to sign the IOP.
- The most important thing that you can do to assist in eliminating this issue is ensure that the email address that is on file is accurate before requesting an electronic signature
 - Customers should check all folders in their email, including SPAM
 - Customers should ensure that they do not have pop-ups blocked in order to open the plan
 - While not optimal and as a last resort, case managers can have the customer send the email to them and “click” the validation link
 - o There should be a case note created that indicates that the instructions to the case manager were given by the customer

**Note: Any local area not on the Ohio servers have been instructed to whitelist *.us.auth0.com*

5. Closed cases with open durational services – There are some cases that show as closed even though there is an open durational service on the case. The root cause has been identified and a fix will be deployed on 6/16/2022. In the interim, should there be a service that needs to be entered on the case please reach out through chat and the team will be able to assist.

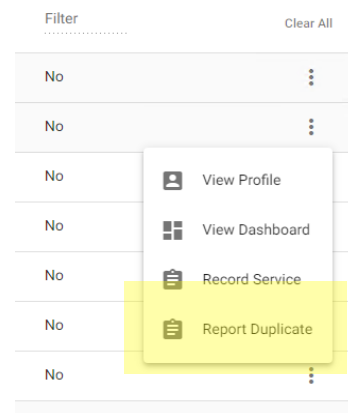
ARIES tip of the week: How to “link” duplicate cases.

In the event that you find duplicate cases in ARIES you can request that the cases be linked within the system.

After finding each record that needs to be reported as duplicate you will click the ellipse (3 dots on the right) for each one that is a duplicate and click “Report Duplicate” from the dropdown.

You will then need to scroll down and select the primary record by clicking on the correct record’s radio button on the left. You will then click complete.

The ARIES Helpdesk staff will review the request and complete the action.





Report duplicate customer records to link

After selecting all customer records that are duplicates of one another, check which is the primary record. The records will be sent to the system administrator who will link the duplicate records.

Primary Record	First Name	Last Name	Email	Address 1	City	Zipcode	SSN (last 4)	Actions
<div>Filter</div>	<div>Filter</div>	<div>Filter</div>	<div>Filter</div>	<div>Filter</div>	<div>Filter</div>	<div>Filter</div>	<div>Filter</div>	<div>Filter</div>
<input checked="" type="radio"/>	David	Addison	daddison85@moonlighting.com	3225 Miles Ave	Columbus	43215	1989	<div><div></div><div></div></div>
<input type="radio"/>	David	Addison	daddison@moonlighting.com				1989	<div><div></div><div></div></div>

Cancel

Complete customer record link

Activate Windows

Go to Settings to activate Windows.

Complete customer record link

Thank you for your continued support and patience.

Sincerely,

The ARIES Team